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Service Support – Asset and Configuration Management

DOMAIN: Information Technology Infrastructure Library (ITIL)

DEFINITION

Asset and Configuration Management Definition – The process of identifying, defining, and controlling Configuration Items (CIs) in a system, recording and reporting the status of CIs, and maintaining and verifying the versions and correctness of CIs in existence.

GOALS

*To enable control of infrastructure and services by monitoring, maintaining, and verifying information on:

  *All resources needed to deliver services

  *Configuration item status and history

  *Configuration item relationships

*To assist with impact assessment of proposed changes

PROCESS ACTIVITIES

*Planning

*Identification

*Control

*Status Control

*Verification and Audit

*Management Reporting

BENEFITS

*Supports all other Service Management processes

*Improves asset management

*Reduces the risk of making infrastructure changes

*Leads to more effective User support

*Improves security against malicious changes

*Facilitates compliance with legal obligations

*Supports budget process

*Provide accurate information and configuration history

KEY PERFORMANCE INDICATORS

*Percentage reduction in number of CI attribute errors

*Percentage increase in number of CIs successfully entered and audited

*Percentage reduction in service errors because of wrong CI information

*Improved speed of component repair and recovery

*Reduction in the number of missing or duplicated CIs

*Greater percentage of maintenance costs and license fees within
 budget

*Reduced percentage of Change failures as a result of inaccurate CI data

*Reduction in unauthorized changes

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TOOL REQUIREMENT CONSIDERATIONS

*Design database structure carefully

*Implement pilot CMDB for limited number of CIs

*Integrate tools with processes

*Discovery tools to help gather and verify CIs and CI relationships

*Facilitate the registration and management of an organization's CIs

*The tool should facilitate the establishment of relationships between CIs

*The tool should facilitate the recording of CI baseline information

POSSIBLE COSTS

*Collection of Configuration Management Database (CMDB) data

*Analysis and design

*Auto-discovery tools

*Integration of Configuration Management tools with other tools

REVIEW DATES

*Date Last Reviewed: January 2008

*Next Review Date: January 2009

KEY INTERACTIONS WITH OTHER DOMAINS

*Security – User profiles and access control stored in the CMDB. Security advises on data protection legislation.

*Business Continuity – Incident Management provides a continuity baseline for business continuity team.

*Knowledge Management – Asset and Configuration Management processes, procedures and lessons learned should be stored in Knowledge Management database.

*Asset and Configuration Management provide critical support to all other domains and disciplines.

REFERENCE

For More Information: http://www.best-management-practice.com/bookstore.asp?FO=1230360